

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Sridhar Krishnamoorthy	Examiner:	Matthew L. Brooks
Serial No.:	10/796,345	Art Unit:	3629
Filed:	March 9, 2004	Docket:	END920030147US1 (17238)
For:	METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT	Dated:	January 22, 2008

Confirmation No.: 1976

Commissioner of Patents
P.O. Box 1450
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AMENDMENT UNDER 37 C.F.R. §1.114

Sir:

In response to the Office Action dated June 19, 2007, and in response to the Notice of Non-Compliant Amendment dated December 21, 2007, please amend the subject patent application as follows.

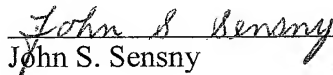
Amendments to the Claims are reflected in the listing of claims, which begins on page 2 of this paper.

Remarks begin on page 9 of this paper.

CERTIFICATE OF ELECTRONIC FILING

I hereby certify that this correspondence is being deposited with the United States Patent & Trademark Office via Electronic Filing through the United States Patent and Trademark Office e-business website, on January 22, 2008.

Dated: January 22, 2008


John S. Sensny